

Hello Doctors and Staffs,

As you know, Hi Art Dental Studio schedules by appointment, “prescheduling.” With orders now running close to **capacity**, several weeks in the next month have already filled. Let’s work together during this busy time to keep your practice and my lab running smoothly.

Please be mindful of the following guidelines:

1. We are here to help:

When the lab schedule nears capacity, booking cases yourself online will have challenges with return dates being later than normal turnaround times. In this situation, please make a note in Seazona of your preferred return date and we will do our best to meet that request.

2. Plan:

- Book as far in advance as possible.
- If you see that there are no return dates around the time you need my services, please reach out to see if I can accommodate your needs. This can be done at the time of booking in Seazona notes or you can send a Seazona message. If a later appointment is necessary, perhaps it will be appropriate to start treatment a little later. Let’s *synchronize our schedules for mutual effectiveness*.

3. Book cases accurately:

- Bookings must represent the correct number of units.
- Plan to ship the whole case, lab-ready, **on appointed day**. If the remainder of the case is pending or the case is shipped late, we will necessarily move the start and return dates of your case accordingly.
- Request a return date which coincides with our stated turnaround times:
Emax or Diagnostic: 3 weeks
Zirconia or Implants: 4 weeks

4. Take advantage of the Seazona case management:

- Verify the list contains all active cases.
- Verify send and receive dates are accurate and workable.

5. Avoid frustration:

- Make it a habit to book as early as possible; don’t assume an appointment will be available at or near the time you want to start treatment.
- Don’t send cases without an appointment; they will be scheduled based on availability, which can translate to longer turnaround times.
- Don’t schedule your case for fewer units than actual. If the available options don’t meet your needs, we will gladly book your case for you.
- Give the lab the full turnaround to work on your case. If part of your case is missing or delayed, the lab will request the missing component, put your case on hold, and delay the return date accordingly.
- Don’t ship the case later than the appointed date; the return date will be delayed accordingly.

Working together, we can provide the best possible service to your patients. Thank you!